Agenda
Consumer Workgroup Meeting
September 10, 2012
1:00 – 2:30 pm
Teleconference-Only
Call-in Number: 1-888-850-4523
Participant Passcode: 451670

ID	Topic	Facilitator	Duration
1.	Welcome/Introductions	Michael Marchand	5 Min
2.	Meeting Overview	Michael Marchand	5 Min
3.	Exchange Updates	Michael Marchand	10 Min
4.	Discussion Topics: ➢ Display of Consumer Rating System ➢ Display and delivery of information about Navigators to consumers	All	60 Min
5.	Feedback	All	5 Min
6.	Next steps and Close	Michael Marchand	5 Min

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Materials posted at: http://www.hca.wa.gov/hcr/exchange/cw.html

ID	Notes	Action Items
1&2.	Michael Marchand welcomed consumer workgroup participants and reviewed the discussion topics. He noted that the Consumer Workgroup is meant to provide a venue for any person or group who has an interest in the Exchange so that they may look at issues through the eyes of the consumer and provide recommendations to the Advisory Committee.	
3.	Michael provided updates on the latest discussion topics of the Advisory Committee which included Exchange self-sustainability and Dental Plans in the Exchange.	
4.	Nelly Kinsella reviewed the Consumer Rating System Display PowerPoint. She asked workgroup members to provide feedback on the following questions: What makes the shopping experience easy to use?; What is most valuable to consumers?; and How can we interpret data sources into consumer-friendly ratings? Consumer Workgroup members provided the following comments and questions:	

- The Exchange could link to the OIC complaints comparison website. (Mary Childers, OIC)
- The key is to put the tools in consumers' hands. The Exchange should provide a filter tool that allows consumers to see plan results based on their zip code. (Mary Childers, OIC)
- Where will the enrollee satisfaction data come from? (Carolyn Smith, OIC)
  - Nelly responded that the Policy Committee has discussed using CAHPS and HEDIS data to address enrollee satisfaction.
- The Exchange should provide a filter tool. Consumers should be able to filter by their provider. Consumers' Union research shows that consumers are overwhelmed if more than 4 to 6 plans are displayed. If complaints data is provided, it should be displayed by carrier rather than by plan. (Emily Brice, NOHLA)
- Why does the Exchange think that the existing complaints data from the OIC does not provide a fair comparison between plans or carriers? (Christina Peters, Children's Alliance)
  - Michael responded that complaints data for Exchange plans will not be available in 2014 and that this could only be implemented if complaints data was specific to plans offered through the Exchange.
- Maybe the complaints data could be referenced in the enrollee satisfaction area through a pop up box. (Emily Brice, NOHLA)
- A short section should be included on the Exchange site that describes how to access plans in plain language. (Joana Ramos, Washington State Coalition for Language Access)
- Maybe a map of Washington could be displayed with plans available per county. (Mary Childers, OIC)
- Will the Exchange offer a set of questions to guide consumers toward plans? (Clif Finch, Aequus)
  - Michael responded that a consumer could both shop anonymously and also provide more information to narrow down plan results.
- Does Medicare's Benefits Compare rank or rate plans? This could be a good resource. (Mary Childers, OIC)

Michael introduced the next discussion topic, how information about Navigators should be displayed via the Exchange website and how it should be broadcast to consumers. He asked for feedback about what consumers will need to know about Navigators. CW members offered the following feedback:

ID	Notes	Action Items
	• Office hours when Navigators are available will be critical so that consumers can know when they will be able to schedule appointments. (Christina Peters, Children's Alliance) • A 1-800 number should be provided so that consumers can get more information about Navigators. Navigators will need to provide assistance not only in-person but also over the phone. (Mary Childers, OIC) o Michael added that consumers should also have a method of selecting their preferred method of communication including in-person, phone or email. • The roll out of information to the public about Navigators should include what Navigators can and cannot do. (Christina Peters, Children's Alliance) • The Exchange could use mobile units to do outreach in communities. Also, the Exchange should provide a statement of rights to language access including oral, written or ASL. (Joana Ramos, Washington State Coalition for Language Access) • The 1-800 number could transfer a consumer to a Navigator in their area. (Carolyn Smith, OIC) • Navigators will need to be able to help someone work through language and content of the Exchange site. (Gregory Francis, Health Care for the Homeless) • The Exchange could develop videos to explain to consumers how to use the Exchange. (Joana Ramos, Washington State Coalition for Language Access) • Are there technology considerations that are guiding who has access to be able to provide assistance? (Emily Brice, NOHLA) o Michael responded that the program will need to establish the access for the various types of assistance. • Could the Consumer Workgroup receive IT updates including technology considerations and upcoming deadlines? o Michael responded that he would look into IT updates.	